



STATE OF ARIZONA

DEPARTMENT OF REAL ESTATE

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MEMO

To: Real Estate Schools
From: Cindy Wilkinson, Director, Licensing and Professional Education Division, Phoenix
Date: March 13, 2006
Re: Quarterly Update

Processing Times/Staffing Changes

- As you may have noticed, **processing times** have increased for Education applications (for course or instructor approval). This is due to increased volume and staff changes. The Department really needed Vicky Murillo's expertise and processing speed in the Licensing Section, so she has accepted a supervisory position there and the Deputy Director of Education position is currently vacant -- **currently posted** -- and steer that "right person" to us! Amy Wilson moved to the Administrative Actions Division, and Melissa Tellez (formerly a Licensing Customer Service Representative) became our new Customer Service Representative, answering phones, reviewing and logging in education and waiver applications, and assisting walk-up customers in the lobby area.
- If a licensed school files a "timely and sufficient" application to renew approval (of the school or one of its approved courses or instructors), it can continue operating until the Department acts upon the renewal application. "Timely filed" means received by the Department (or postmarked, if mailed) **before** the prior approval has expired. "Sufficient" means it is essentially and substantially a complete application, including required supporting documentation. This is consistent with A.R.S. § 41-1064(B) and with A.A.C. R4-28-303 (A)(1), pertaining to salespersons and brokers.

Electronic Processing

- We need to look for ways to record the CE credits licensees earn electronically. We should also be working on the ability to file course applications on-line. Put your thinking caps on!

Education Advisory Committee

- The Education Advisory Committee (EAC) has concluded its work on the **prelicensure course curricula**, and the revised curricula for the salesperson's courses (90 hour and 27-hour Arizona specific) and broker's courses (90 hour and 27-hour Arizona specific) are available on the Department's Website. There are student and instructor versions of each. Detailed instructor outlines will be in the new Educator Section of the revamped Department webpage, and less detailed outlines for student use will be available from the *How to Get a Real Estate License* section.
- The EAC will be looking at substantive criteria for school approval in the next few months. If you have comments, please forward them to me by email or mail.

Pre-licensure Education

- The cover page (on each revised PL outline--see EAC above) references an **Orientation video** (DVD) that is a required part of each curriculum. It will be available to schools in the very near future for amount it cost the Department to produce and duplicate. **This video is a part of each prelicensure course** and is to be shown to students (or prospective students) before or during their first class session. When combined with revisions to the **Candidate Information Bulletin**, candidates will be provided with notice of disclosure and documentation requirements when applying for a real estate license. Please make sure you are making the CIB available (or directing them to sources for downloading the CIB) **early** in your students' enrollment.
- The Pre-Licensure Education Certificate is being revised and Thomson-Prometric will send copies to you. The revised form will capture more information about the certifying school and the course.

Broker Audit Declaration Revised

- The **Broker Audit Declaration** was recently revised, primarily to reflect the recent Substantive Policy Statement concerning signage in a broker's home office. If you teach a Broker Management Clinic, or another course that references the Declaration, please suggest to your students that they (1) renew

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online, in which case they will be provided with the current version or (2) obtain the current version from the Department's website if they are renewing by mail.

Procedure Change

- Because of significant complications associated with the relationships between courses and schools (from a data management perspective), **effective immediately a school that is granted approval to teach a course already approved at another school, the subsequent course approval will be under a new course number.** Too frequently, multiple schools file to renew approval of a course, each listing different instructors. It creates duplicate paperwork, schools 'remove' instructors that don't teach the course at their particular school, and then we have to add the instructor back when the school they do teach for notices they've been dropped off. We considered various options, but concluded that if a course will be taught at another school, it needs to be assigned a different course number. This change is essential because the approval process is school-oriented, not course or instructor oriented.

On-Line Renewal System

- The On-line system is designed to handle routine, timely filed applications that don't require "special handling" and personal attention.** If you have students who are using credit from the broker pre-license course or claiming a substitute for the Fair Housing category to renew their license, please advise them that they CANNOT renew online. Licensees may renew using the **Online Renewal System** only using ADRE-approved Continuing Education Courses.
- On-line renewal applicants who receive an error message in response to the course numbers/category of courses they claim are being directed to the issuing school to confirm the correct number or category, and you should be able to resolve any discrepancy by reviewing the course approvals in your file and on the Department's Education Database online.
- The Department has received approval and is in the process of developing Phase II, which will add functionality and offer additional security.

Rulemaking

- We will be opening a **rulemaking** docket to pursue changes to the Education rules in the very near future. If you have suggestions, you are encouraged to send them to the Department. Please include an explanation of the recommended change, the reason for the change and what you perceive the impacts to be on the Department, schools, licensees, and members of the public. Keep in mind that impact may be positive or negative, economic or otherwise. Direct your comments to Tony Leonard, who is now the Department's Rules Liaison. Please send me a copy of your suggestion.

Test Centers

- Thompson Prometric has increased the number of facilities where candidates can take the State License Examination, and as a result has increased capacity of the number of tests that can be administered. They are listed below and a list is also available on the Department's webpage: go to Licensing Information, then Arizona Test Centers.

PHOENIX, AZ, USA 85012
301 E. BETHANY HOME RD, STE B-130
Phone: (602) 277-2302

TUCSON, AZ, USA 85711
5255 E. WILLIAMS CIR, STE 4100, 4th. FLR
Phone: 520-514-6399

FLAGSTAFF, AZ, USA 86004
2615 N. 4TH. ST., STE 8
Phone: 928-744-0382

TEMPE, AZ, USA 85282
4920 S WENDLER DR, STE 110
Phone: 602-438-7129

GOODYEAR, AZ, USA 85338
13770 W. VAN BUREN ST., STES 100 and 103
Phone: (623) 932-7800

CASA GRANDE, AZ, USA 85222
520 N CAMINO MERCADO BLVD, PALM
CENTER STE 2E
Phone: 520-426-1504

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